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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Popillo et al.

Serial No.: 10/036,801

Filed: December 21, 2001

For: SYSTEMS AND METHODS FOR INCREASING BUSINESS PRODUCTIVITY
AND REVENUES BY IDENTIFYING CRITICAL INTERACTIONS
RELATING TO CUSTOMERS

Group: 3623

Examiner: Choi, Peter H.

Durham, North Carolina
June 23, 2006

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATION OF FACSIMILE TRANSMISSION

Sirs:

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office, Fax. No. 571-273-8300 on the date set forth below.

1. Amendment Transmittal (2 pages)
2. Amendment (13 pages)

Marianna Tortorelli

Printed name of person signing

Marianna Tortorelli

Signature

Date: June 23, 2006

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P.O. Box 1450
Alexandria, VA 22313-1450Amendment

Sir:

In response to the Official Action of February 1, 2006, please amend the above identified application as follows: